



INFORMATION BULLETIN

New Hampshire Bureau of Emergency Communications

9-1-1 and Domestic Violence

June, 2001

DOMESTIC VIOLENCE:



N.H. 9-1-1 is here to help

Statistics show a significant increase in domestic violence cases in the last decade. Everyday women, children and even men are threatened by someone in their own home. Very often the telephone is the lifeline used to bring help.

The technology behind New Hampshire's 9-1-1 system is top notch. 9-1-1 Telecommunicators are trained to handle situations when a caller may not be able to fully explain their circumstances or in some cases may not even be able to speak. Wired telephones immediately give the location and call-back number of the telephone being used. Wireless telephones, on the other hand, are different. When a call is placed from a wireless telephone we do not have any location information. We rely on the caller to provide accurate telephone number and location information.

It is crucial to educate others about the use of the telephone in a real emergency. If dialing from a wired telephone, they should understand the 9-1-1 Telecommunicator needs to verify that the emergency is happening at the address showing on the computer screen. Children should know their telephone number and address. If dialing from a wireless telephone, they need to know their cell phone number and their location. Wireless phones should always be fully charged and easily accessible.



An Example:

The following is just one example of a call received at the 9-1-1 Center. The caller dialed 9-1-1 from her home. Her name, address and telephone number immediately appeared on the Telecommunicator's computer screen. In this specific case, the caller was able to communicate with the Telecommunicator. If she couldn't communicate, it wouldn't have mattered....she wouldn't have been alone and help would have been on the way.



State of New Hampshire Bureau of Emergency Communications

MEMO BEC XXXX:XXX

To: XXXXXXXXXX, Telecommunications Specialist
From: Richard Fowler, Telecommunications Supervisor
Date: March 18, 2001
Subject: Telecommunicator Commendation

On March 11, 2001 at approximately 2350 hours, you received a call from a female caller who gave you very limited information as to what type of help she needed. You used your training and active listening skills to determine that the caller could not talk because her husband was threatening her. You immediately transferred her to the Manchester Police Dispatch. At their request, you stayed on the line to help handle this difficult call. You used good APCO skills getting as much information as possible about the male subject. As the call progressed the female caller wanted to get off the line, but you kept talking to her and when the caller referred to you as 'Mom,' you took her lead and began role playing with her. Eventually, she was able to tell you "he won't hurt me if I'm talking to my mother." To complicate matters, the caller was holding a very young child in her lap and at one point during the call she put the child on the line to talk with 'Grandma' - you followed right along. Throughout the duration of the call, the male subject had no idea that the female caller was speaking with 9-1-1 and the Manchester Police Dispatch.

As a direct result of your quick actions and ability to adapt to the changing situation, this call had a favorable outcome. A Manchester Police officer called me a short time afterward to compliment you on how you handled the call. It came to light later that the male subject had threatened to kill his wife. He was arrested and the Domestic Violence Task Force was working with the female caller and child to provide safe shelter.

You are to be commended for your professionalism and performance on this call. You are an asset to the people of the State of New Hampshire and this Bureau. Thank you for the outstanding job you did!